



Spotlight 29 Casino



Job Title: Guest Service Manager

Department: Marketing

Job Type: Full Time

Status: Exempt

Summary:

Direct, manage and coordinate all guest service stations and guest service activities at Spotlight 29 Casino and Tortoise Rock Casino including Club 29, Bus program, PBX, and Gift Shop, and the assigned staff. Assure proper service levels and manage the provision of all guest services for scheduled and unscheduled guest service operations by performing the following duties personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Review guest service activities and causes reports to ascertain data required for strategic, tactical and personalized guest service operations.
- Direct the preparation of work of the guest service employees as described by the marketing plan; implement and monitor an efficient and effective schedule to obtain optimum utilization of human resources and facilities.
- Coordinate the activities of the guest service staff and dispatching of guest service employees as needed to ensure that the guest service operations meet company and policies and regulations.
- Establish and maintain Standard Operating Procedures for all Guest Service Positions including measurable performance standards.
- Evaluate training and performance records of employees to determine and formulate training designed to increase employee efficiency.
- Create systems for providing customer service and responding to customer inquiries via telephone, online networks, in person and mail.
- Handle customer problems that appear to arise from service issues.
- Establish and maintain relationships with industry influencers and key community and strategic partners.
- Communicate with internal and external customers.
- Resolve conflicts and facilitates changes in structure of marketing group to ensure objective fulfillment and swift response to marketing problems and opportunities.
- Must be available by cell phone 24 hours a day, seven (7) days a week.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS).
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

Carry out managerial responsibilities in compliance with Spotlight 29 Casino's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION AND EXPERIENCE:

- Must possess high school diploma or equivalent
- Four (4) year degree preferred and minimum Four (4) years of experience in Marketing

REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

WORK ENVIRONMENT:

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on 24-hour, 7- day per week basis.